ANNEX 4

User Capacity Survey

Introduction and Purpose
This tool will help you assess usage patterns and potential accessibility barriers for potential e-transfer users (participants and vendors). It should be customized for local contexts.

Instructions
Complete the survey with targeted number of potential participants. Ensure a mix of youth, elderly, male and female respondents.

E-TRANSFER INFRASTRUCTURE SURVEY

SURVEYOR DETAILS

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of survey</td>
<td></td>
</tr>
<tr>
<td>Time of survey</td>
<td></td>
</tr>
<tr>
<td>Area or region where survey is used</td>
<td></td>
</tr>
</tbody>
</table>

RESPONDENT DETAILS

<table>
<thead>
<tr>
<th>Sex of respondent</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Age of respondent</td>
<td></td>
</tr>
<tr>
<td>Community (if different from where they are being surveyed)</td>
<td></td>
</tr>
</tbody>
</table>

Survey questions begin on the following page.

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1. Do you (or your family) own a mobile phone?
   - Yes, my own personal phone with personal SIM, SKIP to Q7
   - Yes, I share a phone with at least 1 other person, CONTINUE to Q2
   - No CONTINUE to Q2

2. Why do you not own a personal mobile phone?
   - Don’t know how to operate
   - Not having enough money to buy a mobile phone/ It is expensive
   - It is time consuming
   - Don’t have network coverage
   - Any other--please specify

3. Do you own your own SIM card?
   - Yes, my own personal SIM
   - Yes, one that I share with at least one other person
   - No

4. If your family shares the phone, who normally has possession/control over the phone?
   (Defined as having in his/her possession 75% of the time or more)
   - _______ age of family member who controls the phone
   - _______ sex of family member who controls the phone
   - _______ relationship of family member to respondent (can be self)

5. Do you have access to that phone?
   - Yes, whenever I need or ask to use it
   - Sometimes, but not all the time
   - On rare occasions
6. Does your family use multiple SIM cards for the family phone?
   □ Yes
   □ No

7. Do you know how to receive SMS/texts?
   □ Yes
   □ No

8. Do you know how to send SMS/texts?
   □ Yes
   □ No

9. Are you able to make and receive calls on mobile phone?
   □ Yes
   □ No

10. Do you have access to internet on mobile phone?
    □ Yes
    □ No

11. Who is your network provider?
    □ (Insert option 1) _______________________________________________________________
    □ (Insert option 2; add additional options if available) ________________________________
    □ Any other--please specify ______________________________________________________

12. Do you have coverage from this provider at your home?
    □ Yes
    □ No

13. If you do not have coverage at home, how far do you have to travel to get access?
    _______ (distance in kms)

14. How far do you have to travel to reach the closest local market with basic food items?
    _______ (distance in kms)
15. In the past 12 months, have you used a mobile device to...?

☐ Pay bills
☐ Send money
☐ Receive money

If yes to Q15, ask: How far are you located from a service point (the place where you do the cash deposit and cash withdrawal transactions)?

☐ <1km
☐ 1-5km
☐ >5km

If yes to Q15, ask: which provider(s) or service(s) did you use?_______________________